

SW-02361A-08-0609



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ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM RECEIVED

Investigator: Guadalupe Ortiz

Phone: ([REDACTED]) 2009 NOV 12 Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2009 **82909**

Date: 11/6/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** **Last:**
Al and Elisabeth Finch

Account Name: Al and Elisabeth Finch

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Scottsdale

CBR:

State: AZ **Zip:** [REDACTED]

is:

Utility Company: Liberty Water-Black Mountain Sewer Corporation

Division: sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

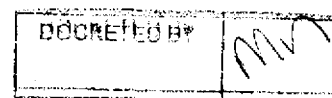
EMAIL RECEIVED - OPINION OPPOSED:

Docket No. SW-02361A-08-0609

Arizona Corporation Commission
DOCKETED

NOV 12 2009

From: [REDACTED] [mailto:[REDACTED]]
Sent: Thursday, November 05, 2009 2:42 PM
To: Utilities Div - Mailbox
Subject: Black Mountain Sewer Docket #SW02361A-08-0609



Dear Commissioners,

We are residents of the Boulders and have suffered with the sewer gas odor for the last ten years RIGHT AT OUR FRONT DOOR! Several neighbors have the same problem and we have been unable to find a solution. We have tried everything but to no avail!! When the air is still, the foul odor settles down to ground level and stays until a breeze comes up to blow it away. We have contacted the Black Mountain Sewer District on numerous occasions but they seem to be tired of listening to all the problems that our community has endured with the sewer installations in our neighborhood.

Now is the time to solve all the problems. We have to suffer the effects of the odor and the possible health issues involved with the chemicals treatment plant. Move the sewer plant and have the problems over. We understand that there may be a slight increase in our sewer fees.

Give us back the clean air that our tax dollars and our sewer fees pay for.

Al and Elisabeth Finch

Scottsdale, [REDACTED]

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

n/a

End of Response

Investigator's Comments and Disposition:

Email to Customer:

November 6, 2009

Dear Al and Elisabeth Finch

Your email in regard to the Black Mountain Sewer Corporation ("Black Mountain or Company") rate case sent to the Arizona Corporation Commission ("Commission") has been received and assigned to me for further handling. An opinion has been placed on file with the Docket Control Center of the Commission on your behalf to be made part of the record.

The Commission will take your comments and concerns into consideration before a decision is rendered in the Company's application. The concerns raised from customers assist the Commission within the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of both; the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000 or directly at [REDACTED]

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
CLOSED
End of Comments

Date Completed: 11/6/2009

Opinion No. 2009 - 82909
